



January 2008 - March 2008

Division of Information Resource Management NEWS

Issue 6

DIRM Management Highlights

Final Phase of DIRM Reorganization Completed

The final phase of the DIRM reorganization was effected on March 1, 2008. The changes made in this phases focused primarily on:

- Confirming which applications and related duties should be addressed by each of the six Applications Management Units.
- Merging the Program and Project Management Consulting Unit and the Vendor Management Section into one section that will be referred to as the Vendor Management and Project Consulting Section.
- Establishing a DIRM Privacy and Security Section reporting to the DIRM Deputy Director. This new section will ensure DIRM's compliance with security and privacy regulations, and as such, is separate from the DHHS Privacy and Security Office.
- Transferring the DHHS and DIRM Business Continuity, Pandemic Flu, Continuity of Operations (COOP) and Disaster Recovery Planning responsibilities from the Business Continuity, IT Standards and Policies Coordination Unit to the DHHS Privacy and Security Office and the DIRM Privacy and Security Section, respectively.
- Renaming the Business Continuity, IT Standards and Policies Coordination Unit to the IT Standards and Policies Coordination Unit based on changes in responsibilities.
- Ensuring that all DIRM management and staff are assigned to appropriate sections/units to provide for the knowledge and expertise needed to support the ongoing operations and/or to perform duties as defined for each section/unit.
- Replacing the separate DIRM Executive Management and Applications Management Associate meetings with a new weekly DIRM Leadership meeting. These meetings were combined so that the Director and Deputy Director can speak with all DIRM managers at the same time.

As reorganization plans to date have been implemented, DIRM management has already seen improvements in meeting the dynamic needs of DHHS' divisions and of-

fices. With the final phase now complete, we trust that we will continue to show improvement in customer service and satisfaction. Each DIRM staff member plays a vital role in the division's success. As we move forward, we are excited about your role(s) in helping us fulfill DIRM's mission to provide IT leadership to NC DHHS and its partners so that they can leverage technology resulting ultimately in delivery of consistent, cost effective, reliable, accessible and secure services.

DIRM management also anticipates that there will be opportunities for growth of employees' skill sets and for enhancement of teamwork to better address DHHS' current and future information technology needs.

Thank you for your continued support.

~ Karen Tomczak

New Infrastructure Director

Vernon T. Brown Sr. started with DIRM as the Principal Director for the DIRM IT Infrastructure Section on March 17, 2008. Vernon was most recently the Director of Administrative Computing at Elizabeth City State University in North Carolina, and before that, served as the Director of Technology at Delaware State University.

Vernon earned an Associate's degree in Electro-Mechanical Engineering from Delaware Technical and Community College, and both a Bachelor's degree in General Studies and a Master's of Education degree in Education Technology from Wilmington University in Delaware. Vernon is currently pursuing his Doctorate of Education degree in Innovation and Leadership from Wilmington University.

Vernon draws on more than 20 years of technical experience in assisting customers to strengthen their technical infrastructures and knowledge base. He was the LAN Manager for the Delaware Division of Public Health, which is the largest division in that state's government with more than 1,700 employees and 29 sites. Under Vernon's leadership, the Division of Public Health was the first Delaware state agency to upgrade its technical infrastructure completely without outside vendor support, which saved the division about \$230,000.

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Vernon has also served as a board member and advisor for the Delaware State University School of Management, the Delaware Technical & Community College Computer Engineering Department and the Polytech High School Computer Engineering and Business Departments. He has been appointed by various state and local officials as a technical advisor on many projects within the state of Delaware.

Please join me in welcoming Vernon T. Brown to DIRM and DHHS.

~ David Rankin

Initiatives

Seat Management Support Changes

On January 10, 2008, all DIRM staff was notified about a change in support of Seat Managed equipment that was effective on January 16, 2008. As of that date, the Seat Management vendor (i.e., ACS) discontinued support of all Seat Managed desktop/laptop computers and personal printers for DIRM. Support of these IT assets is now being provided by the DIRM Infrastructure Section, but the vendor will continue to support our networked printers. This change is also being made for all other Dix Campus sites except for the Adams Building, Division of Medical Assistance location on campus (i.e., Kirby Building and part of the Hoey Building) and the Dorothea Dix Hospital.

Other changes include the removal of the Cherry, Broughton and John Umstead Hospitals from Seat Management support for all assets (i.e., personal computers, local printers and network printers) and all personal printers used by DHHS staff regardless of location. DMH/DD/SAS based IT staff will now provide support for the hospital locations.

So as a reminder, when you need to report a problem with your computer or personal computer, please call 919-855-3200 option 2. However, if you select option 1, the Seat Management Help Desk will transfer your call to DHHS IT Customer Support. All problems with network printers, however, should continue to be reported to ACS by choosing option 1 when you place your support request call.

~ Joyce Young

DHHS IT Consolidation

As announced to all DIRM staff on January 17, 2008, all state agencies must consolidate all IT programs, including staff, under the agency Chief Information Officer (CIO). The first step DHHS will take to consolidate its IT programs under the DHHS will be effective on April 1, 2008. As of that date, all IT staff currently reporting to a

business manager in non-DIRM divisions/offices will report instead to the DHHS CIO via an assigned DIRM IT director or manager.

David Rankin and Karen Tomczak held a meeting with representatives of impacted divisions/offices on March 14th to review the logistics of the pending administrative reporting change. At this time, this change will not impact the day-to-day operations of IT in the divisions as those impacted will continue to have an indirect reporting relationship to their current supervisor in the business division/office.

Upon completion of the administrative reporting change, DHHS will conduct a department-wide IT asset inventory. Departmental meetings will be scheduled with IT and business staff to plan this effort. Furthermore, DIRM will designate staff reporting to the DIRM Deputy Director to oversee this inventory and the subsequent consolidation phases.

~ Joyce Young

BEACON Went Live on April 1, 2008

Building Enterprise Access for North Carolina's Core Operation Needs (BEACON) is a statewide collaborative effort to modernize and standardize key business processes in human resources, payroll, data storage and accounting.

If you have not already done so, take the time now to become familiar with this effort by taking the training offered online at BEACON University www.beacon.nc.gov/training. DIRM employees should bill their time spent undergoing the training to NIKU code TDR114 (BEACON Overview and Self Svc Mods).

State employees should have received their new employee ID card in the mail in March.

For more BEACON information, please see the DHHS Division of Human Resources information at <http://www.dhhs.state.nc.us/humanresources/beacon.htm> or the [March 2008 DHHS Newsletter](#). You should also make sure that you complete all the steps listed on the following BEACON Checklist.

BEACON Checklist

April 1, 2008

Go Live!

- ✓ Ensure you have an active e-mail address.
- ✓ Obtain an NCID and password at <https://ncid.nc.gov>.
- ✓ Complete the BEACON Overview training at www.beacon.nc.gov/training.
- ✓ Complete Employee Self Service (ESS) training at

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www.beacon.nc.gov/training.

- ✓ Managers must complete Manager Self Service (MSS) training at www.beacon.nc.gov/training.
- ✓ On April 1, 2008, review your personal data in all ESS screens.
- ✓ After April 15, 2008, check your leave balances.
- ✓ Open any paper mail with the BEACON logo on it!

Please refer to the [Help Call List](#) for BEACON HR/Payroll System Implementation which contains information about who you should contact for assistance.

~ Maggie Nasso

What's Happening @ DIRM

Events

The DIRM Night Out to the Carolina Hurricanes was a great success with about 100 staff and families attending. We plan to make this an annual event and have even more join us next year.

The 6th Annual DIRM Golf Event will be scheduled in late May or June. Keep an eye on your e-mail as more details will follow. You do not need to be an expert golfer to participate. This is always a fun event for all that participate.

We will also have a DIRM Night Out to the Durham Bulls for a baseball game in late July. Tickets will cost approximately \$8. I will be send DIRM staff an e-mail soon with more information on how you can reserve your spot.

~ Mark Prakte

Updates

IT Customer Support Unit Changes

The IT Customer Support Unit has been recently working with all DIRM sections/units to transition them to the use of iWise incident management system to create, receive, track and resolve customer incidents and work requests. Eventually all customers that currently contact technical support staff in the DIRM sections/units directly will change to contacting the IT Customer Support Unit to report their incidents and work requests. Benefits of using iWise for service management include the ability to capture customer feedback on each incident/work request to determine the level of customer satisfaction with the resolution/work performed, and the ability to aggregate information for DHHS and DIRM management reports and analysis.

Additionally, IT Customer Support will soon be hiring for a position to provide tier two level support to our cus-

tomers in DHHS and partnering local agencies. This new IT Customer Support function is designed to give the unit the ability to resolve more complex incidents and to reduce the number of tickets that are escalated to other DIRM sections/units for resolution.

If you have any questions about the IT Customer Support Unit, please contact Ben Carter at 919-855-3244 or e-mail at Ben.Carter@ncmail.net.

~ Ben Carter

Central Regional Hospital Infrastructure

When the doors open at the new Central Regional Hospital (CRH) in Butner on July, 1, 2008, this new psychiatric facility will have an IT infrastructure that was implemented thanks to the oversight of the DIRM CHAPS IT Infrastructure team. Specific technology implemented includes space saving virtual servers and fully redundant LAN, telephone and wireless networks. To conserve resources many of the building systems (e.g., HVAC, door controls and pneumatic tube system) also use the network.

Starting in May, a DIRM team will also participate in planning activities for the Cherry Hospital replacement. The need to have infrastructure teams participate early in the design process was one of the lessons learned from the CRH infrastructure effort, and will ensure that the plans can accommodate the technology to be implemented.

Congratulations and thanks to the DIRM CHAPS IT Infrastructure project team members Anthony Vellucci (Project Manager), André Smith, Clinton Morrow and Les Pendleton for a job well done.

~ Joyce Young

Suggestions / Comments

We welcome feedback and are interested in any comments or suggestions for work-related articles you may have.

Please contact us at DHHS.DIRM.Newsletter@ncmail.net.
Thank You.

The DIRM Newsletter Team

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